

U. S. Department of Labor

Employment and Training Administration
Washington, D.C. 20210

CLASSIFICATION

CORRESPONDENCE SYMBOL

DATE

March 18, 1994

DIRECTIVE : UNEMPLOYMENT INSURANCE PROGRAM LETTER
NO. 23-89, CHANGE 9

TO: : ALL STATE EMPLOYMENT SECURITY AGENCIES

FROM : MARY ANN WYRSCH
Director
Unemployment Insurance Service

SUBJECT : Distribution of Materials for the Unemployment
Insurance/Quality Control (UI/QC) Program Improvement
Clearinghouse

1. Purpose. To distribute lists of: 1) completed program improvement (PI) studies; 2) approved PI grants; and 3) prior clearinghouse issuances to the State employment security agencies (SESAs).

2. References. UIPL 45-88 (June 15, 1988) and UIPL 37-91 (August 21, 1991).

3. Background. Since June 1988, the National Office (NO) has distributed a large number of PI study reports and related materials to the SESAs under the UI/QC Program Improvement Clearinghouse. During the 1993 National Benefits Quality Control Meeting, representatives from a number of SESAs indicated that not all clearinghouse issuances were being received in the QC units. Workshop discussions on PI elicited the need for information about completed studies and grants which have been approved. The NO committed to provide information responding to the above needs.

4. Distribution. Attachment A provides a list of issuances which have been sent to the field concerning the QC Clearinghouse.

Attachment B is a listing of final reports on QC PI studies. It is arrayed by State and includes a title, which is usually fairly descriptive, and a date of receipt in the NO, which gives an indication of the report's age.

RESCISSIONS EXPIRATION DATE

None

March 31, 1995

is a listing of PI grants which have been

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approved to date. A brief description is provided for each grant.

5. Action Required. SESA Administrators should assure that this Clearinghouse mailing is shared with the UI QC Supervisor and all other UI staff who might be interested, e.g., UI managers, research staff, and QC personnel.

6. Inquiries. Questions regarding the QC Clearinghouse should be addressed to the appropriate Regional Office. Questions regarding specific PI studies or grants should be directed to the involved SESA.

7. Attachments. A. UI/QC Clearinghouse Issuances. B. Completed SESA PI Study Reports. C. Approved SESA PI Grants.

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Attachment A.

UIPL 23-89, Change 9

UI/OC CLEARINGHOUSE ISSUANCES

UIPL NO. 43-87, SEP. 22, 1987, PROPOSED UI PI CLEARINGHOUSE
FM NO. 72-88, JUNE 1, 1988, ESTABLISHMENT OF UI/QC PI
CLEARINGHOUSE

UIPL NO. 45-88, JUNE 15, 1988 - ESTABLISHED UI/QC PI
CLEARINGHOUSE

- UIPL NO. 23-89, MARCH 24, 1989 - DISTRIBUTION OF FIRST MATERIAL

UIPL NO. 23-89, CHANGE 1, JUL. 20, 1989 - ADDITIONAL DISTRIBUTION
UIPL NO. 23-89, CHANGE 2, FEB. 27, 1990 - ADDITIONAL DISTRIBUTION
UIPL NO. 23-89, CHANGE 3, MAR. 28, 1990 - ADDITIONAL DISTRIBUTION
UIPL NO. 23-89, CHANGE 4, SEP. 21, 1990 - ADDITIONAL DISTRIBUTION
UIPL NO. 23-89, CHANGE 5, AUG. 13, 1991 - ADDITIONAL DISTRIBUTION
UIPL NO. 23-89, CHANGE 6, JAN. 6, 1992 - ADDITIONAL DISTRIBUTION
UIPL NO. 23-89, CHANGE 7, JUN. 24, 1992 - ADDITIONAL DISTRIBUTION
UIPL NO. 23-89, CHANGE 8, MAR. 11, 1993 - ADDITIONAL DISTRIBUTION

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OC Progr~m Improvement Studies
Final Reports Received - Oat. '88 thru Oct. '93

STATE	REPORT TITLE
AK	(1) Missed - Concealed Separations (dun '89) (2) Finality (May '89) (3) BPC Overpayment Coding (Mar '89) - (4) Misreporting of Wages (May '89) (5) Job Service Regist.ration (Oct '88) (6) BP Wage Record Discrepancies (Nov '91) (7) Missed A & A Issues (Dee '92)
AR .	(1) Study of Earnings Errors - Fourth Quarter '88 (Oct '88) (2) Quality Improvement Project: Separation Issues (Mar '91) (3) QIP: Payment During Period of Disqualification (Mar '91) (4) QIP: Base Period Employer Charges (Mar '91) (5) QIP: Work Search Errors (Mar '91)
CA.	(1) Non-mon Determination Project (May '93)
CO	(1) Employer Survey - Work Search (Aug '89) (2) Employer Survey - Earnings (Aug '89) . (3) Work Search - Error Claimant Profile (Nov '88) (4-6) Work Search Verification (3 studies) (May '89; Jan '90; Jun '90) (7) Misreported Base Period Wages - Form Revision (Aug '90) (8) Earnings Verification (Jan '90) - (9) Misreported Earnings Profile (Jan '90) (10) Work Search Workshop Evaluation (Fete '90) (11) Unreported Earnings Profile (Apr '90) (12) Work Search Profile Utilization and Error Prevention (Apr '90) (13) Misreported Base Period Wages -Information Campaign (Jul '90) (14) Wage Reverification (Oct 91) (Related to telephone pilot)
CT	(1) Employer Error in the Unemployment Insurance System (Jan '90)
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NE	(~) Misreported Earnings (May '90) (2) Work Search (Aug '90) (3) Misreported Earnings within \$5.00 of One Half or the Whole WBA (Mar '91)

- (4) Employer Wage Reporting (Jul '91)
- (5) Modified Eligibility Review: Work Search Effort
(Jul '91)
- (6) Employer Wage Reporting: Can a Profile Be
Developed of Wage Misreporting Employers
(July '91)
- (7) Monetarily Ineligible Claimants: Wage Reporting
Error (Nov '91)
- NV (1) Employer Reporting Errors: Unreported and
Misreported Wages (Oct '90)
- (2) Mailed In Initial Claims (Dee '91)
- (3) Quarterly Contribution Reports Submitted with
Missing SSNs (Mar '93)
- NJ (1) Missed Separation Issues (April '91)
- (2) Alternative Work Search Study (July '92)
- NM (1) Eligibility Benefit Rights Interviews (EBRI)
Evaluations (dun '90)
- (2) Claimant Survey (dun '90)
- (3) Charging Benefits to Base Period Employers
1'ct '89)
- (4) Layoff Separations (Nov '90)
- (5) Review of Work Search Plan and Formal Warning
Policy and Procedures (May '91)
- (6) Review of Applicant Registration and Services
Provided to UI Claimants (May '91)

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- (1) Incorrectly Reported Base Period Wages (Oct '89)
- (2) Magnitude of Mispayments Resulting from
Disqualifying Separations not Revealed in
Continued Claims Process (Oct '89)
- (3) Oklahoma School Crossmatch (Oct '89)
- (4) Noncharging of Nonseparating Base Period Employers
Due to Employer-related Reason for Claimant
Separation (Oct '89)
- (5-6) Verification of Earnings on Partial Claims
(2 studies) (Oct '89) (Sep '90)
- (7) Work Search Instructions Provided Claimants
(Oct '89)
- (8) Non-countable Nonmonetary Quality Enhancement

Study (dun '90)

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- (1) Continued Claims (Aug '89)
- (2) A Study to Develop More Effective Crossmatch Selection Criteria (Sept '89)
- (3) Partial *Earnings* (Sept '89)
- (4) Selected Separation Issue Errors (Sept '89)
- (5) Central Office Handling of the Employer Response (Sept '89)
- (6) Return to Work Indicator (Sept '89)
- (7) Benefit Year Earnings (Sept '91)
- (8) Recomputation of Overpayment Recovery Rates (Sept '91)
- (9) Appeals Reversals of Separation and Job Refusal Decisions (Sept '91)
- (10) Eligibility Profile (Oct '91)
- (11) Use of Computer Line Flag in the Detection/Prevention of Benefit Mispayment (Oct '91)
- (12) UI Reform - Eligibility (Oct '92)
- (13) Report of Hire Study (Oct '93)
- (14) Actively Seeking Work Study (Oct '93)
- (15) Short Duration Work and Separation Study (Oct '93)

PR

- (1) First Payment Improvement Study (Aug '90)

RI

- (1) Employers' Charges **for April 6, 1991** through August 31, 1991 (Dec '91)

SC

- (1) Separation Adjudications (Aug '92)

SD

- (1) Quality of Service to Claimants - New Claims Survey (Aug '89)
- (2) Quality of Service to Claimants - Eligibility Survey (Sept '89)
- (3) Fact Finding Evaluation (Interim) (Sept '91)
- (4) Return to Work (**Sept '91**) (Pt. I.)
- (5) Return to work (Nov '92) (Pt. II-.)
- (6) Fact Finding *Training* (Dec '92)

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UT

- (1) Analysis of Vacation/Severance/Holiday Payment Errors of UI Claims (Nov '89)
- (2) ES/WI Link Study (dun '90)
- (3) Review and Analysis of the UI Deferral Program in Utah (Oct '90)

- (4) Effects of Differing Work-Search Requirements on UI Claims (May '91)
- (5) The Effect of Early Intervention on Claimants Who Report Benefit Year Earnings (Mar '93)

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 - (1) Office of Administrative Hearings Reversal (Oct '88)
 - (2) Payments Paid During Periods of Disqualification (Mar '89)
 - (3) Waived Overpayments (Apr '89)
 - (4) Manually Processed Conditional Payment for Late Reports (Apr '89)
 - (5) Availability Issue (Apr '89)
 - (6) Late Reports - Identification and Documentation (Nov '89)
 - (7) Claimant Profile Form Effectiveness in Eligibility Issue Detection (Apr '90)
 - (8) Temporary Total Disability (TTD) Claims (May '90)
 - (9) Pension Claims (May '90)
 - (10) Error-Prone Profiles: Calendar Years 1988 - 1989 (July '90)
 - (11) Exception Report Impact (Jan '91)
 - (12) Tacoma JSC Exception Report (Jan '91)
 - (13) Dictionary of Occupational Titles and Work Registration (Mar '91)
 - (14) Office of Administrative Hearings Reversals Follow-up (Jan '91)
 - (15) Quarterly Aged Pay/Pend Report (Mar '91)
 - (16) Model Crossmatch (Summary) (Aug '91)
 - (17) Notice to Employer (Summary) (Sept '91)
 - (18) Increasing the Efficiency of Prevention, Detection, and Collection of Overpayments in Unemployment Insurance (Oct '91)
- WI
 - (1) Computer Identification of Social Security Number - Errors in the Wisconsin Wage Record File (Sept '91)
- WY
 - (1) Unreported/Unadjudicated UI Issues Arising in the Job Service (Apr '90)
 - (2) Prevention of Unreported/Misreported Earnings During the Claim Series (Nov '90)
 - (3) Comparison of the Effects of QC and QPI Program Procedures on the Disposition of Separation Issues (Nov '90)
 - (4) Last Actual Employment (June '92)

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Attachment C.

UIPL 23-89, Change
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The following provides a brief synopsis of Program Improvement Grant projects approved during the past four (4) Fiscal Years.

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1. Montana. Produced a Local Office Training Manual for Claims Taking and Factfinding. This was necessary to provide procedural uniformity among SESA LOs. In addition the Grant was used to produce a BRI Video to be shown Statewide.
2. Idaho. Implemented an "Earnings to None Programn. This project detects overpayments in a bi-weekly reporting system when a claimant indicates earnings for one week and none in the other week claimed.
3. Orecon. Implemented revisions to the Crossmatch system and Continued Claims Certifications.

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FY '91

1. Alabama. Implementation of an automated call-in system for its Eligibility Review Interviews (ERI), in addition to producing an ERI Training Video for Local Offices.
- 2 Tennessee. Implementation of an automated factfinding program
. with Expert Systems capabilities.
3. California. Implementation of changes to their UI operations to improve the quality of nonmonetary determinations. This includes conversion of automated decisions to other languages.
4. Hawaii. Developed and produced Video tape BRI.
5. Orecon. Implementation of a Nonmonetary Determination quality review system. This system consists of selecting a random sample of nonmonetary determinations from the field offices and applying the QPI process to each case, with further review by the UI Technical Unit and feedback to the local offices.

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FY '92

1. Iowa. Developed and distributed factfinding videos for training in State specific Nonmonetary Determination policy and procedures.
2. Utah. Implemented an on-going work search verification program in the Local Offices. This program included the handling of "routine" issues identified on the bi-weekly certifications.

1. Alabama. a. Development of a computer data base for the storage, retrieval, and analysis of in-house program review data; and

b. Design and development of a new hire program, directed at early identification **of employment** and hidden income.

The personal computer data base is to be utilized as the primary tool for the newly established Program Review Unit in the Technical Services Division. This unit's chief function is the ., review of benefit operations, from the initial claim through the ' lower authority appeals process. The personal computer data base will allow for retrieval of information useful in pinpointing problem areas, determining areas in need of corrective measures in order to improve the process and reduce mispayments, as well as serving as a guide for development of methodology for addressing particular deficiencies.

2. Florida. Enhancement of the ERP Program in order that this process might assist with the detection and determent of improper payments. Through this on-going project, the agency hopes to fully address the claimant and agency error rate by implementing a standardized, expanded ERP program and developing programaed system improvements that will assist with the detection of earnings and job separations and deter improper payments through claimant and employer education.

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3. Iowa. Implementation of UI tax field audit automation

project. The need for this project was identified through a Revenue Quality Control pilot review. This on-going automated system will allow the SESA to format worksheets to guide

auditors

to proper audit documentation, especially the search for

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or misclassified wages. It will also assist in the automated selection of employers for audit, and produce a profile of employers for increased audit yield to imptove audit program performance.

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4. Montana. Redesign and revi~ion of the wage reporting program through the implementation of a diskette wage reporting program for employers who report wages to the

Montana UI Division. This redesigned system will allow the SESA to modify the format of its magnetic tape reporting system to match national standards. In addition, this revision will allow the SESA to modify the way they access and update data on the wage master file.

5. Utah. Development and implementation of new BPC procedures to intervene early-on for unreported earnings. The early-intervention procedure is expected to (1) detect overpayments early; (2) establish overpayments before they become large, and when they are normally most collectible; and (3) tend to have a deterrent effect on future misreporting.